ABSTRACT OF THE DISCLOSURE

Methods and apparatus are disclosed for a technician to access a systems interface to back-end legacy systems by voice input commands to a voice recognition module. Generally, a user logs a computer into a systems

5   interface which permits access to back-end legacy systems. The computer is running client software to access the systems interface. Preferably, the systems interface includes a first server with middleware for managing the protocol interface. Preferably, the systems interface includes a second server for receiving requests and generating legacy transactions. Preferably, the

10   systems interface responds to the log-on attempt by presenting an introductory home page. After the computer is logged-on, a request for voice input is made. Preferably, the request results from a technician selecting an icon or engaging a software button on the home page. A voice recognition module is launched or otherwise activated. The user inputs voice commands that are processed to

15   convert them to commands and text that can be recognized by the client software. The client software formats the requests and forwards them to the systems interface in order to retrieve the requested information.